



JOB OPPORTUNITY

CALIFORNIA DEPARTMENT OF INSURANCE

SUPERVISING PROGRAM TECHNICIAN III

\$3,358 - \$4,208

PRODUCER LICENSING BUREAU

SACRAMENTO

The Department of Insurance has an opening to be filled at the Supervising Program Technician III classification to work in the Producer Licensing Bureau's Processing and Inquiry Programs.

RESPONSIBILITIES:

Under the general direction of the Manager, Processing and Inquiry Programs the incumbent supervises, directs, and organizes the work of a large group of Program Technicians to ensure compliance with proper procedures, rules, and regulations. Duties include:

- Interprets the rules and regulations of the California Insurance Code;
- Exercises authority to make license record changes and combine or delete unnecessary records;
- Determines appropriate course of action and develops performance standards for the more complex technical work; compiles and maintains statistics and prepares reports;
- Uses telephone-monitoring system to calculate statistics on processing incoming inquiry calls;
- Assists the Manager with projects and assignments;
- Provides consultation and technical assistance to Department attorneys, investigators, Information Technology Division staff (ITD), Accounting Office, and Human Resources Management Division staff;
- Participates in the development, interpretation, and implementation of policies and procedures of the Producer Licensing Bureau;
- Provides computer print-outs and assists and advises ITD programmers of the needs and problems within the Producer Licensing Bureau;
- Develops procedures outlining solutions for updating and changing computer systems;
- Establishes priorities concerning new and existing programs;
- Ensures that renewals contain accurate information and uses tables and fee charts to determine correct fees; and,
- Processes monthly error reports by computer and reviews permanent record files to correct problems prior to final extraction.
- Trains or directs the training and provides technical assistance to subordinates; assigns work and delegates projects to ensure work is processed in a timely manner;
- Works as Subject Matter Expert to develop examination questions, selection materials, and instruction manuals;

11/14/13 tb

DO NOT SUBMIT APPLICATIONS TO CalHR

AN EMPLOYER OFFERING EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

Consumer Hotline (800) 927-HELP • Producer Licensing (800) 967-9331



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- Participates on interviewing and hiring panels for Program Technician classes; and
- Approves attendance and other personnel records; writes evaluation and probationary reports.

DESIRABLE QUALIFICATIONS:

Candidates should have knowledge of the insurance code, have good interpersonal and communication skills, have experience working in a government licensing program, be dependable, punctual, resourceful, exercise good judgment, have good attendance, follow directions, work cooperatively with others, deal tactfully with the public, take initiative, and have the ability to work independently.

WHO MAY APPLY:

Applications will be accepted from current and former State employees at the Supervising Program Technician III level, those within transfer range, or those with list eligibility. Training and Development Assignments may be considered; however, only the most qualified candidates will be interviewed. Applicants currently on SROA lists or employed by a surplus department are encouraged to apply. Surplus candidates must attach a copy of their letter. ***All applicants must clearly indicate the basis of their eligibility (i.e., SROA, surplus, reemployment, reinstatement, transfer, list eligibility or Training and Development Assignment) on the application***

APPLICATION PROCEDURE: Send a completed standard State of California application to Tina Brown, Department of Insurance – Human Resources, 300 Capitol Mall, Suite 1300, Sacramento, CA 95814. ***Please indicate “Supervising Program Technician III #413-145-9926-002” on the State application.*** Applications received without this information may not be considered for review. For additional information, please call (916) 492-3351 or e-mail brownt@insurance.ca.gov.

FINAL FILING DATE: November 28, 2013 – Close of Business (5:00 p.m.)

NOTE: Possession of minimum qualifications will be verified prior to interview and/or appointment. If it is determined an applicant does not meet the minimum qualifications, the application will be forwarded to CALHR for review and the applicant's name may be removed from the eligibility list. If you are applying for more than one recruitment, a separate state application (STD 678) is required for each recruitment for which you would like to be considered.

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